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IP Office

3711 Phone User Guide

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Documentation information
For the most current versions of documentation, go to the Avaya Support web site (http://www.avaya.com/support) or the IP Office Knowledge Base (http://marketingtools.avaya.com/knowledgebase/).

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Chapter 1.
Avaya 3711 Telephone

1. Avaya 3711 Telephone

This phone is only supported on the Avaya IP DECT system. The 3711 phone features include:

- Speakerphone
- Illuminated display (amber)
- Illuminated keypad
- Headset connection (2.5 mm jack)
- Vibrating alarm
- SOS (emergency) key for speed dialing an emergency number
- Information key that can be used for:
  - Phone number lists and voicemail indication
  - Information and speaker key flash when active
- Personal telephone book with 100 entries in every handset
- IP Office System Directory access
- Mute Capability
- Voicemail indication
- 60 ring tones
- 4-level connection field strength display
- Speaker and telephone volume, 7-levels
- Automatic call pick-up if using a headset
- Manual and automatic key lock (1 minute timer)
- Temporary ring tone muting
- Silent charging
- 10 menu languages
  - Danish, Dutch, English, Finnish, French, German, Italian, Portuguese, Spanish and Swedish
- Illuminated 5-line graphic display, (96 x 60 pixels), variable 7-level contrast
- Stand-by time: up to 100 hours
- Talk time: up to 10 hours
- Batteries: 3 AAA (NiMH) included with phone
- Charging time: maximum 6 hours for empty batteries
- Weight: 138g including batteries
- Dimensions: 146 (height) x 55 (width) x 28 (depth) mm.

1.1 Important Safety Information

Sensitive Electronic Environment

Only use this product in countries where the appropriate authorities have given their authorisation.

The CE symbol on the product certifies its conformity with the technical guidelines concerning user safety and electromagnetic compatibility valid at the time of approval; in accordance with European directive No. 1999/05/EC.

This product complies with IP50 - according to IEC 529/EN 60 529.

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances of interference are very small. Research proves that operational DECT phones normally do not influence electronic equipment, however some precautions must be taken into account for sensitive electronic equipment, for example sensitive laboratory equipment. You are advised not to place the DECT phone on or close (less than 10 cm) to this kind of equipment, even in standby mode.

Power Supply

The mains voltage of the adapter should match the local mains voltage, this can be 110 V or 220 V. Check if both voltages do match before installing the charger and adapter.

Safety Precautions

- Do not open the phone or charger, this could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Do not allow the charger and the battery contacts to come into contact with conductive objects such as keys, paper clips, rings or bracelets.
- Do not allow the phone and charger to come into contact with water or chemicals.
- Only use the plug-in AC adapter and appropriate battery type.
- Do not use AC adapters which are visibly damaged (cracked or broken housing) and keep the ventilation slits on the plug-in AC adapters free.
- Do not use the phones in vehicles or in hazardous locations.
- This product contains magnetic material. Be aware that small metallic objects may stick to the loudspeaker. This may deteriorate the audio quality and can be harmful.

Usage

Like all other cordless phones, this phone uses radio signals which do not guarantee a connection under all circumstances. Generally, you should not rely exclusively on cordless phones when making indispensable calls (e.g. medical emergencies).

1.2 Installation

Location

Place the charger on a flat, even surface. Do not install the charger, phone and accessories in the proximity of:

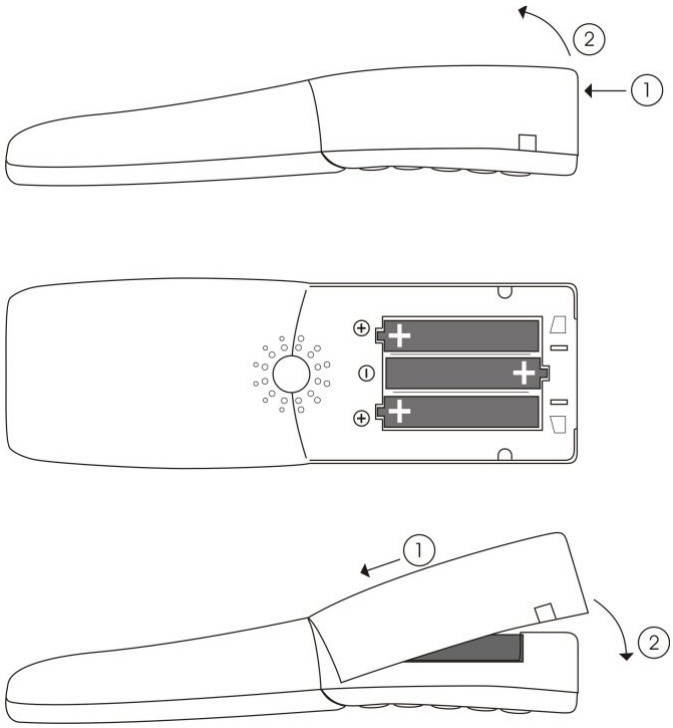
- Water, moisture or damp areas.
- Sources of heat, direct sunlight or unventilated areas.
- Devices which generate strong magnetic fields, electrical appliances, fluorescent lamps, computers, radios, televisions or fax and phones.
- Areas where the phone can be covered, its ventilation is impaired and liquid can get inside. Areas where there is excessive dust and areas subject to vibration, shock or extreme temperature fluctuations.
- Install/keep the phone and accessories out of reach of small children.

Commissioning your Telephone

Your phone is only operational after the batteries have been charged. You can then use the phone to make and receive calls.

Placing the batteries in the phone

The battery compartment is on the back of the hone. It takes the three type AAA batteries which are supplied.



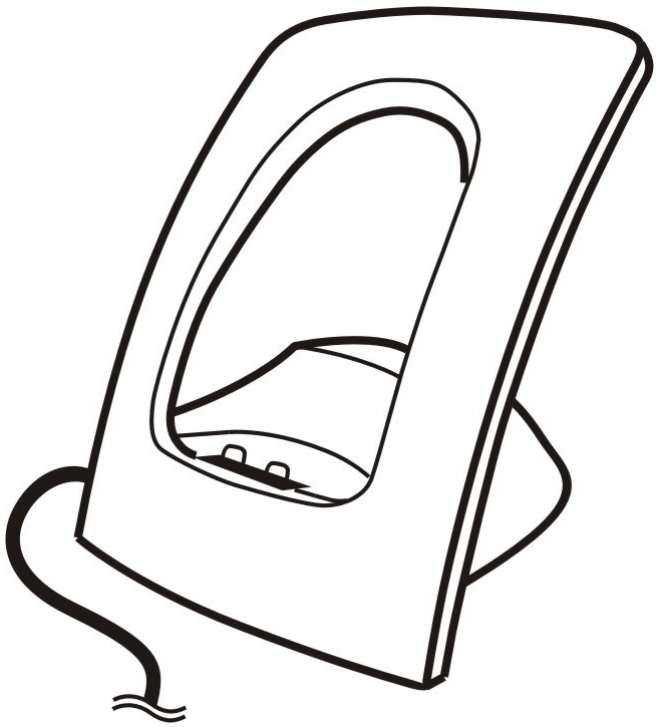
1. **Opening the battery compartment cover:**
   Insert a suitable item (e.g. the top of a ballpoint pan) into the hole at the bottom of the compartment cover(1). Push it in and lift the cover at the same time (2).
2. **Inserting the batteries:**
   Insert the batteries in the battery compartment, taking care to observe the correct polarity. The + - poles of the batteries must correspond to the + - markings in the battery compartment.
3. **Closing the battery compartment cover:**
   Replace the cover by placing it on the compartment at a slight angle (1) and pressing it down until it clicks into place (2).

Note

- If the batteries are inserted incorrectly, the telephone will not function, and may be damaged.

Installing the Charger

To operate the charger a mains connection is required. Check if the mains voltage matches the adapter mains voltage.



Connect the cable on the plug-in AC adapter to the terminal on the bottom of the charger and plug the AC adapter into the mains socket.

1.3 The Memory Card

Using the 3711 Phone with/without a Memory Card

Your 3711 phone is fully operational when you use it for the first time even if you have not fitted it with a memory card. **If you have already used a memory card in the phone (on which phonebook data has already been saved) and you then remove the card, the 3711 will cease to operate until a programmed* memory card is inserted.**

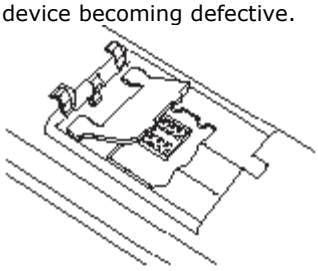
* A programmed memory card is a memory card that has already been used in a 3711 phone.

Inserting the Memory Card

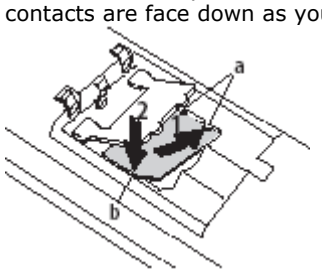
- **Important Note on Safety**
  Take great care handling the memory card. The contacts should be free of dust, grease and moisture. Do not store your card in a place where it will get hot (for example through direct exposure to sunlight). Avoid bending the memory card, as the contacts may get damaged.

1. Press the memory card out of the plastic frame using your finger.

2. Push the memory card cover in the battery compartment in the direction of the arrow (OPEN). Tilt the cover upwards slightly. Make sure you never touch the gold contacts that are now visible, as static discharge could lead to the device becoming defective.



3. Press the memory card under the two teeth (a) so it slides into the memory card compartment. Make sure the contacts are face down as you do so and that the notched edge of the memory card is at the bottom left.



4. Press the memory card down until it snaps firmly into place.
5. Close the memory card compartment using the cover (to do this, push the lugs into the housing until the cover lies in a flat position on top of the memory card).

Removing the Memory Card

You only need to take out the memory card if you wish to give the telephone to someone else or need the memory card for a new phone.

1. Remove the batteries.
2. Push the memory card cover in the battery compartment in the direction of the arrow (OPEN). Tilt the cover upwards slightly.
3. Using a pointed object, press on point (b) to release the card, as shown in the diagram.
4. Now you can lift out the memory card.

1.4 Charging the Batteries

Important Battery Information

- Only use re-chargeable AAA NiMh battery of typical 800 mAh, 1.2 V. Never use a battery which is damaged or worn out.
- Heat or cold reduces the performance and life of the batteries. It is possible that a phone with hot or cold batteries can be temporarily out of operation even if the batteries are fully charged.
- Used batteries should be disposed of in accordance with local authority regulations.
- Do not throw batteries in a fire.

Charging and Discharging

The batteries can be charged and discharged hundreds of times, but sooner or later they will be worn out. If the operating time (i.e. talk and standby time) is significantly shorter than usual, then it is time to replace the batteries.

To maintain optimum operating time, the batteries should be discharged from time to time by not placing the phone in the charger but leaving it switched on until it switches itself off. Only use this method to discharge the batteries.

Extreme temperatures influence the charging capability of the batteries.

Initial Setup and Operation

Charge the batteries approximately 6 to 7 hours before using the phone. This protective measure extends the service life of the batteries.

The maximum power output is only attained after three to five charge and discharge cycles.

When replacing the batteries, ensure the correct polarity. Use only re-chargeable AAA NiMh battery of 800 mAh, 1.2V. The manufacturer does not accept liability for malfunctions or damage caused by using other battery types or normal batteries.

Charging and Operating Times

- Charging time: (empty batteries) to full capacity in approximately 6 to 7 hours.
- Talk time: approximately 10 hours (with fully charged batteries).
- Standby time: 100 hours (with fully charged batteries).

Charge Display

The charge status of the batteries is indicated on the display. This means:

- batteries fully charged (80 – 100 %)
- batteries 60 – 79 %
- batteries 40 – 59 %
- batteries 20 – 39 %
- batteries 0 – 19 %
- (frame flashes) batteries are empty: an alert tone is also given.

Battery Capacity Icon

When batteries are replaced, no icon will be displayed before a charging cycle has been completed, except when almost empty batteries are inserted in the phone, then the icon will be shown immediately.

When the battery capacity icon is displayed, the indication is reliable.

If the charged batteries are inserted, the batteries can become hot during the first charge cycle, and if the fully charged batteries are removed from the phone and inserted again, the batteries can become overcharged.

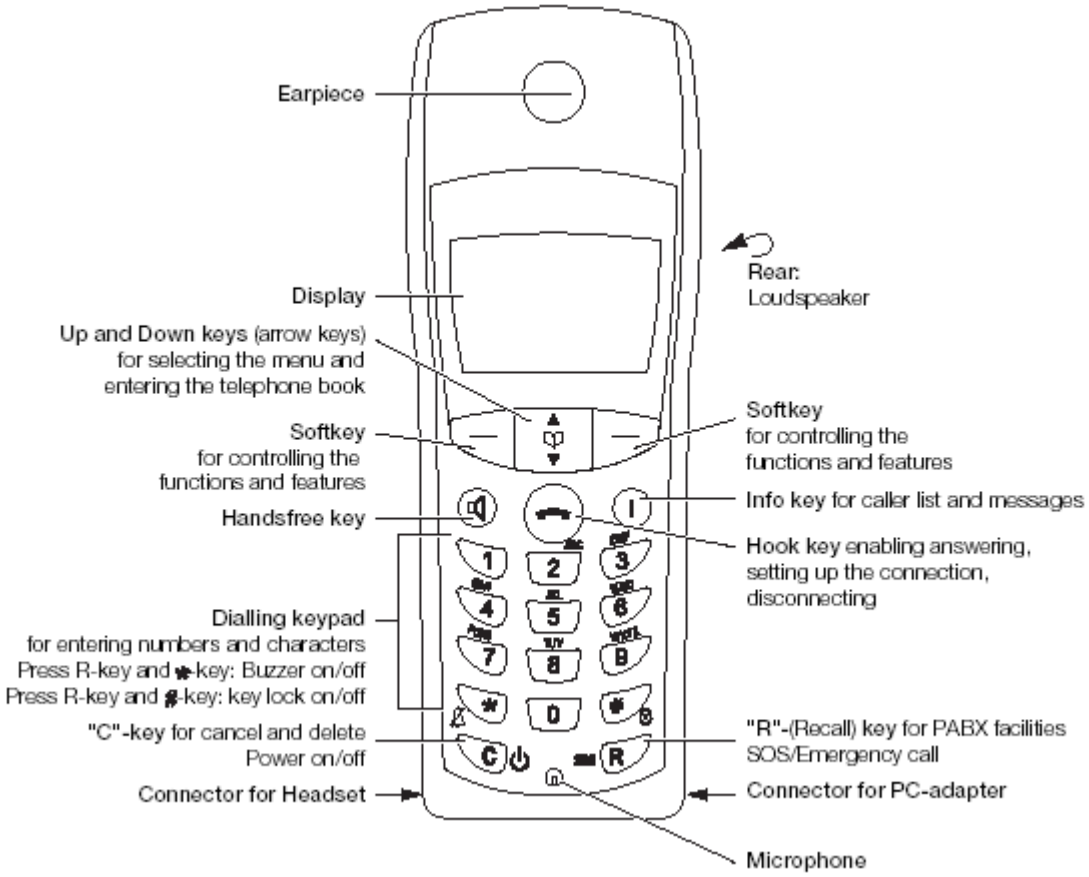
Charge Warning

When the batteries capacity is almost exhausted, an acoustic warning is given in the form of 3 short ”beep” signals (only during a call). Upon receiving the beep approximately 5 minutes of talk time is left.

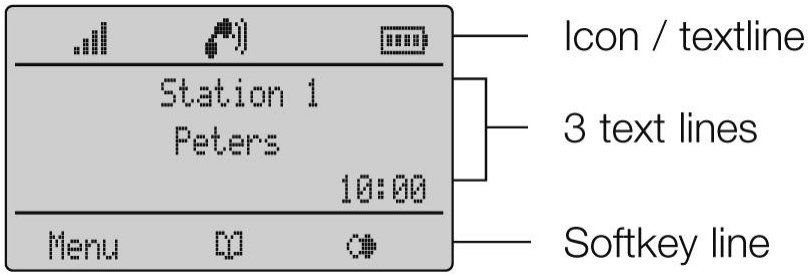
Chapter 2.
Operation

2. Operation

2.1 Keys, Displays and Connectors



Display Arrangement



Icons

Ringer deactivated.

At least 2 bars: Good radio link.

On: phone has a connection.

Flashing: phone has an incoming call.

On: Handsfree is activated.

Flashing: Message in voicebox.

Flashing: One or more missed calls in the caller list.

Charge status of the batteries.

On: Keypad is locked.

Text Line/Softkey Line

In the top line of the display, information is given concerning the current status of the phone during a call or the idle state. When using the menus, this line displays an additional line of text containing the name of the active menu. The text line displays important information about the current connection status or menu lists and texts. Below the icon line the system name or your programmed name and the phone number of the phone are displayed.

Selection lists (e.g. caller list) and the features menu are displayed as a one-line. Lists can be moved up or down via the arrow keys to show the next menu entry or number.

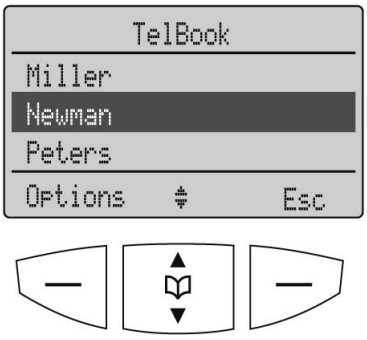
The text and symbols on the softkey line refer to the keys below. The contents of the line changes according to the phone state.

Illumination

The display is automatically illuminated when there is an incoming call or a key is pressed. The display illumination is automatically switched off after 10 seconds if no key is pressed.

2.2 Softkeys and the Cancel Key

The Softkeys



The large keys below the display (see picture) are called the softkeys. The functions allocated to the keys are shown on the bottom line of the display. The key functions change automatically according to the phone state.

Arrow Keys

Symbols are displayed above the arrow keys which identify the respective functionality of the arrow keys:

	Opens the Phone Book.
	Opens the Directory.
	When a selection list (e.g. telephone book or menu) is displayed, the arrow keys move the cursor to the desired entry. When entering phone numbers or names, changes can be made by moving the position of the cursor. The arrow keys shift the cursor to the left or right.
	Enables selection from the redial list.

OK

OK is used to confirm the selected function. If a function only permits you to switch between two options, OK causes this to take place. In the display, active settings (ON) are indicated by a "✓" at the end of the line. In the case of settings that are not active (OFF), a "-" appears at the end of the line.

Menu

Using the Menu softkey on the left, you can access the main menu of the 3711 phone.

Options

Using the Options softkey on the left, you can perform actions on the selected item in the menu you are currently in.

Esc

The Esc softkey is used to quit the respective menu section which is displayed. The display then shows the selection of the previous menu branch or the current idle/connection display.

Holding down the Esc softkey for a longer time (approximately 2 seconds) quits the present menu and returns to the idle display.

Cancel Key

Pressing C during editing of names and/or numbers results in deleting the last entered character or digit.

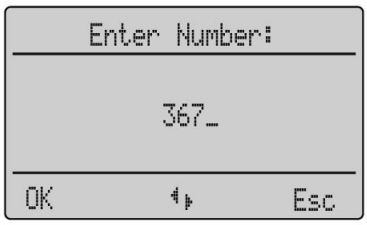
Example: Menu

Press Menu. Use the arrow keys to scroll through this list and confirm the desired function with OK.

Example: Telephone Book

If the telephone book has been opened ( ), the arrow keys can be used to select a name and can be used to dial.
To change entries, switch over to the next menu using the Options softkey and choose Edit. Now you can edit the telephone number and then the name with which it is associated. Save your changes by selecting OK at the end of each procedure.

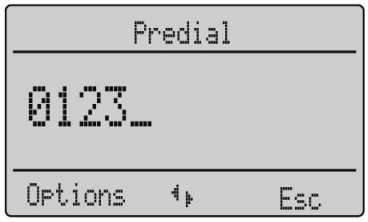
Entering a Telephone Number



The arrow keys can be used to shift the input position (cursor) to the left or right. Additional characters are always added in front of the flashing cursor. Use OK to confirm your entry, C deletes individual characters.

2.3 Calling

Making a Call



Dialling: Press and dial the phone number.

Pre-dialling:

1. Enter the phone number and press . You can pre-dial to chain telephone numbers from different lists.
2. Press Options, select one of the lists with the arrow keys and select OK.
3. Select a phone number from the list. A long press on the hook key will add the number to the number pre-dialled before.

Note

- In pre-dialling, if the input cursor is positioned behind the phone number, the number to be chained will be suffixed to that phone number. If the input cursor is at any other point, the number to be chained will be prefixed to the phone number.

When pre-dialling the will delete individual digits.

Note

- If the selected digit sequence does not fit on the display any more, the display is switched to a smaller font (up to 32 digits on two lines).
- Long key press on "0" inserts P (for pause) in the pre-dial-mode.

Making a Call from the Last Number Redial List

Selection: Press the -softkey and then one of the arrow keys with the phone in an idle state. The last 10 phone numbers dialed are displayed. The beginning/end of the redial list is marked by a dashed line.

Dialling: Press , the selected phone number is dialed.

Pre-dialling: If you press for a longer period, the selected phone number is entered into the pre-dial mode. Digits can be added to the displayed phone number, as required (see: Making a Call). To dial, press . The pre-dial mode is terminated by pressing Esc.

You can call directly from the redial list or transfer a phone number to the phone book (see Menu: Redial list 31).

Making a Call from the Local Telephone Book

Selection: Press the arrow up keys with the phone in an idle state. Use the arrow keys to select an entry or type in the first character(s) of the name.

Dialing: Press and the phone number is dialed.

Pre-dialling: If you press for a longer period, the selected phone number is entered in pre-dial mode. To dial, press . The pre-dial mode is terminated by pressing Esc.

Making a Call from the Directory

The directory stores phone numbers from the IP Office. See Menu: Avaya 33 for more details on the directory feature.
To make a call from the directory:

1. Press the (down arrow).
2. Select the directory required and press OK.
3. Type the name on the keypad.
4. Select the entry required using the arrow keys .
5. Select OK.
6. Select OK or press to make the call.

Making a Call from the Caller List

The phone stores the phone numbers of the last 20 callers in the caller list (dependent on the transmission of the phone number). If a call is not answered within 10 seconds the user is notified via the text ”Missed calls” in the idle display and the flashing icon . This text will disappear when the caller list is entered. Calls that are successfully established from the caller list will be removed from the list. Every call will be removed because of the connect message sent by the IP Office.

Selection: Press the Info key with the phone in an idle state. If there are new calls stored the list will open immediately. Otherwise you have to select Caller List.

Dialing: Use the arrow keys to select an entry. Press and the phone number is dialed.

Pre-dialling: If is pressed for a longer period, the phone number is entered into the pre-dial mode. Digits (e.g. a code) can be added as required. The phone number is dialed by pressing . The pre-dial mode is terminated by pressing Esc. You can call back directly from the caller list or transfer a phone number to the phone book (see Menu: Caller List 35)

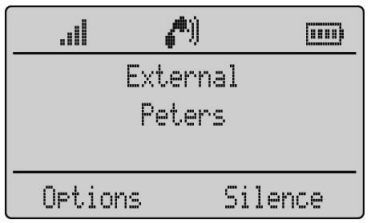
Making an SOS Call

The phone can be used to send emergency calls to a certain phone number. The number is stored in the menu Telephone Option.

To make the emergency call press the SOS-/ -key for longer than 2 seconds.

Note: If the telephone of the "emergency call" is called, the handset is signalled with the emergency call melody.

Answering a Call



When receiving an incoming call the number of the caller is displayed (if transmitted). If this number is already listed as an entry in the phonebook, the corresponding name of this entry is displayed during an incoming call. Press to answer the call or lift the telephone off the charger when "Charger Answer" is enabled.

Options:

- **Reject** rejects the call.
- **Silence** mutes the ringer.
- **Add To** adds the caller's number to the phone book or call filter.

Changes During a Connection

During a connection the loudspeaker volume can be adjusted by pressing the arrow keys.

Pressing Options softkey will give you access to the following options:

- **Telephone Book** opens the local telephone book.
- **Caller List** opens the Caller List.
- **Redial** opens the Redial List.
- **Add To** adds the caller's number to the telephone book or call filter.
- **Mute** Mutes the Call.

Setting Call Forward Number

Before setting any call forwarding options, you must configure your forward number.

To set the forward number dial *07*N#. The N in the sequence should be the number were you want the call forwarded. For example, to forward the call to 1234, dial *07*1234#.

Consultation Call

During a connection another party can be consulted (a Consultation call).

- (R) holds the first call. Now dial the other phone number.
- Press (R) again to switch back to the first caller (press (R) to speak alternately with the other parties).
- transfers the first call to the consulted call party when you are connected to the consulted call party.

Call Transfer
To transfer a call to another caller.

- You receive the call to your phone. Answer the call. Hold down Options for at least 2 seconds and select **Transfer**
- Choosing the Transfer option will give you access to the following options:
  - **Directory** opens the directory to select an entry from the directory to transfer the call to.
  - **User Input** allows you to enter the number to transfer the call to.
  - **Selections** opens the Caller List, Redial or telephone book in order to select an entry to transfer the call to.

Conference Call
During a call you can create a conference between callers.

- Press to hold the first call.
- Dial the other phone number.
- Hold down **Menu** for a period and select **Conference**.
- All parties are now connected.

Parking a Call
During a call you can park a call.

- You receive the call to your phone. Answer the call. Hold down Options for at least 2 seconds and select **Park**
- Choosing the Park Option will give you access to the following options:
  - **Directory** opens the directory to select an entry from the directory to park the call.
  - **User Input** allows you to enter the number to park the call.
  - **Selections** opens the Caller List, Redial or Telephone Book to select an entry to park the call.
- Enter a number to park the call and press OK. You have now parked the call. This number is needed to unpark the call.

Retrieving a Parked Call
When the phone is in the idle state you can unpark a call.

- Press and hold Menu for at least 2 seconds and select **Ride**.
  - **Directory** opens the directory to select an entry from the directory to unpark the call.
  - **User Input** allows you to enter the number to unpark the call.
  - **Selections** opens the Caller List, Redial or Telephone Book to select an entry to unpark the call.
- Enter the park number the call is parked against.

Placing a Call on Hold
During a call you can place a call on hold.

- Press places the call on hold.
- Press again to retrieve the call.

2.4 Calling Options

Telephone On/Off

The telephone can be switched off by pressing for more than 1 second when it is in an idle state. The phone is switched on by pressing for more than 1 second or by placing the phone in the charger.

Loudspeaker Volume

During a conversation you can change the volume of the earpiece or the loudspeaker with the arrow keys in 7 steps. When the minimum or maximum value is reached, you will hear a beep. In the display, a bar will be shown which will increase/decrease in size symbolizing the actual volume setting.

Handsfree

To enable several people in a room to listen to a call, the phone includes a handsfree feature. This can be activated via the -key.

For best results, the phone should be placed upright on a smooth, flat surface (e.g. a table top), leaving the loudspeaker and microphone free. For best results keep about 0.5m distance between yourself and the phone when speaking.

To switch off the function, press the -key again.

Note

- When the handsfree function is active, the hook icon is replaced by a loudspeaker icon.

Muting

During a call, you can deactivate the microphone of your telephone using the Options softkey, selecting Mute with the arrow keys and pressing OK.

To activate the microphone again, press OK.

Muting Ringer/Trembler

During the call alert phase, it is possible to mute the ringer alert signal and the trembler by pressing the softkey Silence, now only the phone icon is signalling the incoming call.

2.5 Avaya IP DECT Twinning

Twinning allows the desktop phone and 3711 phone to alert at the same time. Calls presented to the desktop phone will be simultaneously presented to the 3711 phone. When either device is busy any further calls presented will receive busy tone, call waiting or be re-routed to the relevant divert on busy destination which may be voicemail (if configured).

Consult your system administrator for configuring twinning with your 3711 phone.

2.6 Message Waiting Indication for Voicemail

Note: Voicemail message waiting indication is only applicable if this function has been configured on the IP DECT system.

When a icon appears in the idle state, a voice mail message has been received in the voice mail box. After listening to all new voicemail messages, the icon will disappear in idle state.

In case the phone is switched off, is out of coverage or is in the charger while ”silent charging”, the message waiting indication is updated after the phone is logged on to the IP DECT system.

If the Voicemail Box number is configured the user is notified via the text "Voice Message" in the idle state and the flashing info key. You can access your voicemail by pressing the Info key and selecting Voice Box. Press OK to connect to your voicemail.

Depending on what you have previously chosen, the call will be routed to the loudspeaker or the ear piece.

Chapter 3.
Menus

3. Menus

In this and subsequent sections, all features are activated via the softkey menu. The individual operating sequences are shown in short form, and then a short description follows.

Menu Control

The symbols have the following meaning:

	Input of numbers or characters.
	Operate arrow keys.
Menu	Texts shown in this font represents a softkey
Key Click	In this way displayed texts indicate the menu item to be selected.
	Press the key.

Example

Saving user names: (in the next chapters all representations of the operating sequences have the following form).

Menu **Telephone Option** **OK** **User Name** **OK** name **OK**

In this example, first press Menu and select Telephone Option with the arrow keys.

To confirm the selection, press OK, then select User Name with the arrow keys. To confirm again, press OK.

Enter the name and press OK to confirm. For instructions on entering the name, see Entering Characters/Names 29.

Menu Timer

The menu activation is time-monitored. If no entries are made within 60 seconds, then the menu is automatically exited.

3.1 Telephone Book Settings

The Telephone Book allows you to store up to 100 phone numbers and names. The entries in the phone book are stored locally on the phone. The names are sorted alphabetically, therefore the phone book offers an alphabetic search function. Entering the same phone number more than once is not accepted, but the same name can be stored with different numbers.

An entry can consist of a maximum of 32 digits for the number and 16 characters for the name (see Entering Characters/ Names). The beginning/end of the phone book list is marked by a dashed line. If a caller is listed in the phone book and the phone number has been transmitted for the incoming call, then their name appears on the display.

All entries in this chapter begin in the idle state by pressing the softkey:

(up arrow)/ Options...

Adding a New Entry

until **New** **OK** phone number **OK** name **OK**

When entering the name, the keypad keys are automatically switched over to character input. It is not possible to store a phone number without an associated name. A name consists of maximum 16 characters.

Entering Characters/Names

The following characters can be entered by pressing the keypad keys several times. The entry position is automatically advanced if no entries are made for a short while or a new character is entered. Pressing the -key switches from capitals to non-capitals and the same action switches back. While entering characters the first display line shows all characters assigned to the key. The actual position is marked by > <.

Key	Capital letter	Small letter
1	?!1-+*/=&()%¿¡	?!1-+*/=&()%¿¡
2	ABC2ÄÅÀÁÃÆÇ	abc2äåàáãæç
3	DEF3ÈÉÊË	def3èéêë
4	GHI4ÌÍÎÏ	ghi4ìíîï
5	JKL5	jkl5
6	MNO6ÑÖÒÓÔÕØ	mno6ñöòóôõø
7	PQRS7ß	pqrs7ß
8	TUV8ÜÙÚÛ	tuv8üùúû
9	WXYZ9	wxyz9
0	(space) ,.0:;_‘’^~	(space) ,.0:;_‘’^~
*	A’a	a’A
#	#@?$£¥§<>{|}[\]	#@?$£¥§<>{|}[\]

Editing an Entry

until **Edit** **OK** short / long new digits **OK** short / long new characters **OK**
Select the entry to be changed with the arrow keys before confirming Edit Changes can be made by moving the cursor to the beginning or end of the entry via the arrow keys. Delete characters by using the -key(press and hold the key to delete all the characters.

Press Esc if you do not wish to change a phone number or a name.

Deleting an Entry

until **Delete** **OK** **Sure?** **OK**

Use the arrow keys to select the entry to be deleted before choosing Options Delete

Deleting all Entries

until **Delete All** **OK** **Sure?** **OK**
This function deletes all entries.

Adding an Entry to the Call Filter

until Add To OK Caller Filter OK transfers the selected phone number to the call filter. When the name is already in the caller filter, the phone will give a beep. See Menu Caller_Filter 39 for more information on the Call Filter.

Quick Call

Activate an entry in the telephone book and then select Quick Call from the Options menu. Key in a one-digit number from 1 to 9 as your quick call number and confirm your selection by pressing OK.

Note

- Quick call numbers can only be allocated once. To dial a number, press the key you have allocated the number to and hold it down for a second or two while the phone is idle. The number you wish to call will then be entered automatically in pre-dial mode. In the telephone book the names allocated to the quick call function have the corresponding quick call number in front of the names.
- Removing a quick call number can only be performed by assigning a new quick call number to the telephone book entry without giving it any number. To delete the quick call number use .

Transferring Phone Numbers to the Telephone Book

Every selectable phone number in the ”caller list” or ”redial list” can be transferred to the telephone book. To do so, the Options softkey in the Caller List Menu or Redial List Menu is available depending on the state of the phone. If OK is pressed, the phone number is stored immediately and is treated as a new entry:

Options **Add To** **OK** **Telephone Book** **OK** Edit number / enter name **OK**
Edit number press OK and enter/edit a name for the phone number. Confirm by pressing OK. It is not possible to store a phone number without an associated name.

When entering characters and numbers, the arrow keys can be used to shift the entry position to the left or right.

The Esc softkey cancels the entry.

3.2 Redial List

In the idle state, press and then one of the arrow keys (several times if necessary). You will see the last 30 internal and external parties dialled (phone number or name).

Dialing: Dial the phone number by pressing . Pre-dialling is started by pressing for a longer period.

Options:

- Add to transfers the phone number to the telephone book or to the call filter.
- Details shows the receiving time/date of the respective call.
- Delete OK Sure? OK deletes the selected entry.
- Delete All OK Sure? OK deletes all entries.

3.3 Key Lock

The keypad can be locked to prevent any accidental operation: press Menu, select Key Lock via the arrow keys and confirm by pressing OK. A lock icon is displayed.

To unlock the keypad, press the left softkey and then (as shown on the display).

Calls can be answered in the normal way when the key lock is active and all keys can be used. The key lock is activated again after the call has been terminated.

3.4 Alarm

The Avaya 3711 allows you to set a time at which the phone will emit an acoustic signal. The signal lasts 60 seconds and can be switched off by pressing the OK softkey. Powering the phone on/off does not affect the Alarm Setting.

The Alarm time can only be set when date and time are available on the phone.

When the Alarm goes off, Alarm is displayed.

No Alarm will be given, when the phone has been switched to OFF.

Setting the Alarm Clock

Menu **Alarm** **OK** **Set** **OK** time 00:00 - 23:59 **OK**

Activating/De-activating the Alarm Clock

Menu **Alarm** **OK** **Alarm active** **OK**

Once you have set an alarm time, you can activate it by pressing OK, in which case appears. Press OK again to deactivate it.

Note

- When the Alarm Clock is active, the Alarm symbol is displayed on the display when the phone is idle.

Setting the Date/Time

European date/time format:

Menu **Alarm** **OK** **Date/Time** **OK** time 00:00 - 23:59 date 01.01.01 (dd.mm.yy) **OK**

US date/time format:

Menu **Alarm** **OK** **Date/Time** **OK** time 01:00 - 12:59 date 01.01.01 (mm/dd/yy) **OK**

3.5 Avaya

The Avaya Menu can be accessed by pressing Menu (in the idle state) or Option (when on an active call) for at least 2 seconds. The options available will depend on those configured on IP DECT Mobility Manager by your system administrator and the state of the phone (idle or active on a call).

Menu **Avaya OK** or hold down **Menu** for 2 seconds

Avaya Menu in the Idle State

- **Directory** - the directory allows you access to phone numbers stored on the system.
  A maximum of 1000 entries are supported in the IP Office system directory. When searching the 3711's directory (enter an initial character or press OK), up to 200 directory entries are listed.
  - External Dir - the IP Office system directory.
  - Internal Dir - this directory contains the IP Office Users and Hunt groups.
- **Call Pickup** - allows you to pick up any call ringing on another extension.
- **Directed Call Pickup** - allows you to pick up a call ringing on a specific extension. To use this feature enter the extension number of the extension receiving the incoming call, after the short code is presented.
  - Directory - opens the directory to select an entry from the directory to pickup the call.
  - User Input - allows you to enter the number to pickup the call.
  - Selections - opens the Caller List, Redial or Telephone Book to select an entry to pickup the call.
- **Send All Calls** - select Enable to set your extension as 'Do Not Disturb'. Select Cancel to remove 'Do Not Disturb'.
- **Call Forward** - allows you to configure your call forwarding options. If the forward number is not configured, the call forward feature will not work. The forward number must be configured before configuring the Call Forward feature. For details on how to configure your forward number, see Calling 20. After selecting call forward, you are presented with the following options:
  - All - forwards all calls unconditionally to the destination specified by the forward number set for the users extension.
  - Busy - forwards calls to the destination specified when the phone is busy.
  - Cancel - cancels all call forwarding options. However, the forward number is retained.
- **Ride (Unpark)** - allows you to retrieve a parked call. For details on un-parking a call, see Calling 20.
  - Directory - opens the directory to select an entry from the directory to un-park the call.
  - User Input - allows you to enter the number to unpark the call.
  - Selections - opens the Caller List, Redial or Telephone Book to select an entry to unpark the call.
- **WML Portal** - allows access to WML sites. Select a site from the list (if configured by your system administrator) or enter a WML address manually.

Avaya Menu in the Active Call State

- **Directory** - the directory allows you access to phone numbers stored on the system. As described above.
- **Consultation Call (Enquiry Call)** - allows you to talk to another party while on a call. During a connection another party can be consulted. See Calling 20 for details on making a consultation call.
- **Transfer** - allows you to transfer a call to another caller. For details on transferring a call, see Calling 20.
- **Conference** - during a call you can create a conference between callers. When selected, it places the current call on hold, then conferences all held calls together. For details on creating a conference, see Calling 20.
- **Park** - during a call you can park a call. For details on parking a call, see Calling 20.

The options; **Consultation Call**, **Transfer**, **Conference** and **Park** above, are all followed by a common set of options for the use of the feature.

- **Directory** - opens the directory to select an entry to perform one of the four options above.
- **User Input** - allows you to enter the number to perform one of the four options above.
- **Selections** - opens the Caller List, Redial or Telephone Book to select an entry to perform one of the four options above.
- **WML Portal** - allows access to WML sites.

All telephony features can be accessed via short codes. You can enter these by using *, # and digits 0-9.

3.6 Caller List

Accepted and Missed Calls

Accepted and missed calls with a transmitted phone number, are entered into the caller list. A missed call is a call which has not been answered and has been alerting for at least 10 seconds. When calls have been missed the text ” Missed Calls” is displayed. Every call is marked with a time stamp*, and it is possible to monitor the time stamp for each call via the details softkey. If the caller is registered in the telephone book, the name is displayed.

The last 20 phone numbers are listed. Every additional phone number overwrites the oldest entry. When a call back is successfully executed to an entry in the caller list, the entry is removed from the caller list.

The beginning/end of the caller list is marked by a special line.

Multiple calls with the same phone number are only stored once and the time stamp of the last call is stored.

The following symbols at the end of the entries indicate the kind of call:

Missed call.

Accepted call.

Filtered call.

Rejected call.

Calling

Caller List **OK** Selection of a phone number…

Dialling: dial the phone number by pressing . Pre-dialling is started by pressing for a longer period.

Options:

- **Add to** - transfers the phone number to the telephone book or to the call filter.
- **Details** - shows the receiving time/date of the respective call*.
- **Delete** OK Sure? OK - deletes the selected entry.
- **Delete All** OK Sure? OK - deletes all entries.

* Applicable only if this function is configured by your system administrator on your system or when the time is configured via the phone.

3.7 Ringer Settings

A different melody can be set for every type of call (internal, external, unknown number, VIP, normal message, urgent message, emergency call and alarm call).

National anthems first lines are integrated in the phone and they are selected in the ringer settings by choosing one of the numbers shown below.

21: United Kingdom, 22: Germany, 23: Holland, 24: Italy, 25: France, 26: Spain, 27: Portugal, 28: Sweden, 29: Denmark, 30: Norway.

All entries in this chapter are started by pressing the softkeys:

Menu **Ringer Settings** **OK**

Then select on of the following:

- **Melody: Internal**
  Melody **OK** **Internal** **OK** or 1…60 **OK**
  Select the melody for internal calls by entering a number 1…60 or use the arrow keys.

- **Melody: External**
  Melody **OK** **External** **OK** or 1…60 **OK**
  Select the melody for external calls by entering a number 1…60 or use the arrow keys.

- **Melody: Unknown Number**
  Melody **OK** **Unknown Number** **OK** or 1…60 **OK**
  Select the melody for calls without transmitting a phone number by entering a number 1…60 or use the arrow keys.

- **Melody: VIP Calls**
  Melody **OK** **VIP** **OK** or 1…60 **OK**
  Select the melody for VIP calls by entering a number 1 ... 60 or use the arrow keys.

- **Melody: Emergency Call**
  Melody **OK** **Emergency Call** **OK** or 1…60 **OK**
  Select the melody for Emergency Calls by entering a number 1 ... 60 or use the arrow keys.
  Note: If the telephone of the "emergency call" is called, the handset is signalled with the emergency call melody.

- **Melody: Alarm Call**
  Melody **OK** **Alarm** **OK** or 1…60 **OK**
  Select the melody for Alarm calls by entering a number 1 ... 60 or use the arrow keys.

Type

Type **OK** **Play once** **OK**

This function is used to switch on the ringer signalling function with a short melody. When activated it is marked with "✓" on the right side.

Type **OK** **Repeat** **OK**

This function is used to switch on the ringer signalling function with a full melody. When activated it is marked with "✓" on the right side.

Volume

Volume Settings OK or 1…8 OK

The ringer signalling volume can be changed via digits 1 ... 8 or the arrow keys.

The ringer signalling volume for calls with VIP or Emergency Call ringing alert signal cannot be disabled or turned off.

Device

Device OK **Buzzer** OK

This activates/de-activates the buzzer. When activated it is marked with ✓ on the right side. If the buzzer is switched off, the bell symbol is displayed. To switch the buzzer on/off you can also use the R -key and * -key in the idle state of the phone.

Device OK **Vibrator** OK

This activates/de-activates the vibrator. When activated it is marked with ✓ on the left side.

Device OK **Headset** OK

This activates/de-activates the headset alerting. When activated it is marked with ✓ on the left side.

3.8 Volume Settings

Earpiece

Menu **Volume Settings** **OK** **Earpiece** **OK** **OK**
The voice volume of the earpiece can be changed in 8 steps via the arrow keys.

Hands-Free

Menu **Volume Settings** **OK** **Hands-free** **OK** **OK**
The voice volume of the loudspeaker can be changed in 8 steps via the arrow keys.

Headset

Menu **Volume Settings** **OK** **Headset** **OK** **OK**
The voice volume of the headset can be changed in 8 steps via the arrow keys.

Buzzer

Menu **Volume Settings** **OK** **Buzzer** **OK** **OK**
The voice volume of the Buzzer can be changed in 8 steps via the arrow keys.

3.9 Caller Filter

Via the caller filter it is possible to block or receive incoming calls if the calling phone number is stored in the caller filter. The phone numbers in question have to be stored in the caller filter, before it is possible to use the filter functions.

Phone numbers can be entered manually or transferred from caller list, redial list or telephone book. An entry can consist of a maximum of 32 digits for the number and 16 characters for the name (see Entering Characters/Names 29). It is possible to store a maximum of 10 numbers in the caller filter. The caller filter only works for calls not for messages.

List of Numbers

Menu **Call Filter** **OK** **List of numbers** **OK**

Select an entry…

Options :

- **Adding a New Entry**
  until **New** **OK** phone number **OK** name **OK**
  When entering the name, the keypad keys are automatically switched over to character input. It is not possible to store a phone number without an associated name.

- **Editing an Entry**
  until **Edit** **OK** short/long new digits **OK** short/long new characters **OK**
  Select the entry to be changed with the arrow keys before choosing **Options** **Edit**. Changes can be made by moving the cursor to the beginning or end of the entry via the arrow keys. Press **Esc** if you do not wish to change a phone number or a name.

- **Deleting an Entry**
  Until **Delete** **OK** **Sure?** **OK**
  Use the arrow keys to select the entry to be deleted before choosing **Options** **Delete**.

- **Deleting all Entries**
  Until **Delete All** **OK** **Sure?** **OK**

Filter Options

The filter options menu provide blocking or receiving of incoming calls with the numbers from the list.

Blocking or Receiving Calls

Menu **Call Filter** **OK** **Filter Options** **OK**... select **Accept List** or **Block List** **OK**

The selected mode is marked "✓" and the filter is activated! When the filter is active, the "icon filter active" ( ) is displayed.

Caution

- If the filter mode is set to receive and the caller filter 'Accept List' is activated, the numbers in the caller filter are the only numbers from which the calls will be received by the phone.
  - Example: If the characters "0*" are entered as a number in the caller filter and the filter mode is set to receive, only calls beginning with the digits "0" (external numbers) will be received by the phone.

Note

- VIP and Emergency Calls are not filtered.

Deactivate Filter

until **Filter off** **OK**

The deactivated caller filter is marked "✓". To switch it on again you have to select "Accept List" or "Block List".

Wild Card Feature

When entering numbers in the caller filter a wild card feature is provided, so that a group of numbers is selected as entries in the caller filter.

Example - if the characters "0*" are entered as a number in the caller filter, all numbers beginning with the digit "0" (external numbers) are selected as entries in the caller filter.

If only the character "*" is entered as a number in the caller filter, all numbers are selected as entries in the caller filter.

Note

- When using the wild card function, the "*" character must always be the last character entered in the number.

Transferring Phone Numbers to the Caller Filter

For transferring phone numbers from the Telephone Book, the Redial List and the Caller List to the Caller Filter refer to;

- Menu: Telephone Book Settings 29
- Menu: Redial List 31
- Menu: Caller List 35

3.10 System

Registration Code

The phone can be manually registered on up to 10 different DECT systems. Before you can make a call via the DECT system, the phone has to be registered to the system. A system ID and registration code are necessary for the registration process. When the phone is not subscribed to the system, "Please, subscribe" is displayed.

This is for information only. Please contact your system administrator to register the phone.

All settings in this chapter are started by pressing the softkeys:

Menu **System** **OK**

Registering the Telephone to the DECT System

Subscription **OK** **Options** **New** / **OK** IPEI: 12..... **OK** PARK **OK** PIN Authentication code **OK**

System name OK Local phone number OK

The following entries must be made when logging on:

- **Enter PARK** - a system ID should only be entered if you are at a location where two DECT systems overlap. If only one DECT system is available, then just press **OK**.
- **Enter Auth.Code** - this code is used to get access to register the phone (authentication code). The DECT system supplies this code.
- **Enter System Name** - enter the name of the DECT system which you are registering. This will be shown on the idle display. For information concerning the entry of characters, see Entering Characters/Names 29.
- **Enter Local Number:** - the phone number, assigned to your DECT phone, can be entered here (ask your system administrator for the phone number).

Selecting the DECT System

Subscription **OK** select a System **Options** **Select** **OK**

If the phone has been registered to several DECT systems, then you can select which one the phone is to be used with. Select the system via the arrow keys before confirming "Select". By choosing **Options** **Select**, the function automatic search is disabled. The selected system is displayed.

Automatic Search System

Subscription **OK** **Auto. Search** **Option Select** **OK**

If you have registered your phone with several DECT systems and this function is active (" "), then the phone will automatically select one of the systems. Your phone is automatically "logged-in" to another of the registered DECT systems, as soon as you move out of the effective range of the current system. This function is disabled if a specific system is selected by the select option.

Deleting a System

Subscription **OK** select a System **Options** **Delete** **OK** **Sure?** **OK**

Use the arrow key to select the system, before you choose **Options** **Delete** . This function removes subscription information from your phone for the selected DECT system, not at the DECT system.

- Note: After execution of this function, the phone cannot be used on that DECT system. To use it again, you must go through the registration procedure for the DECT system and the phone.

Changing System Names and Phone Numbers

Subscription **OK** select a System **Options** **Edit** **OK**

System Name **OK** Local Phone number **OK**

You can select a system and then edit the name of the system and your phone number.

Equipment ID

IPEI **OK**

You can read the international phone identification.

Version Number

Version Number **OK**

Shows the software and hardware version.

3.11 Telephone Options

All entries in this chapter are started by pressing the softkeys:

Menu **Telephone Option** **OK**

User Name

User Name **OK** Name **OK**

This function can be used to store the name of the phone user which is set by your system administrator. You can change the user name on the phone but this will revert to the system administrator configured name upon a system reset. The user name consists of maximum 16 characters. The name is shown on the idle display. See Entering Characters/Names 29.

Changing the Language

Language **OK** **English** **OK**

Sets the desired display language. It is possible to select from 10 different languages.

Emergency Call Messages

Not supported on IP Office.

Emergency Call SOS Number

Emergency Call **OK** number **OK** number **OK**

The phone number for the SOS function can be stored here.

Voice BOX No.

Voice BOX No. **OK** **OK**

This is the number used to connect to your voicemail. This number may have already been defined centrally on the IP DECT system and that number will then be shown here.

Attention Tones

Attention tones **OK** **Key Click** or **Coverage Warn** or **Battery alarm** or **Confirm tones** or **End of Menu** / **OK**

If activated (✓), an acoustic warning signal is given when a key is pressed (Key Click), if a setting is confirmed (Confirm tones), if the end of a menu list is displayed (End of Menu), if the battery charge becomes too low (Battery alarm) or if there is a danger of losing the radio link (Coverage Warn).

Silent Charging

Silent Charging **OK**

If activated (✓), the phone does not setup and receive any calls while it is placed in the charger. The first display line shows ”Silent Charging” when placed into the charger. While on Silent Charge calls are directed to Voicemail (if configured). Calls are signalled again once it is taken out of the charger.

Charger Answer

Charger Answer OK

When the function is enabled, you can answer incoming calls when the phone is placed in the charger e.g. by lifting it off the charger. ✓ is shown when activated. The call is ended and the phone goes on hook by placing it on the charger again.

Auto Quick Hook

Auto.Quick Hook OK

If activated (✓), a QuickCall-Number (see Menu: Telephone Book Settings 29) will be dialed immediately. If de-activated, the number will be entered in pre-dial mode.

Auto Answer

Auto Answer OK

When signalling an incoming call the phone automatically goes off hook after one ringer alert signal and the call will proceed. ✓ is shown when activated. To de-activate it, press **OK** again. The Auto Answer function works regardless if the phone is connected or not. The first line of the idle display shows "Auto Answer" if activated. Auto answer can also be used in combination with a headset.

Charging LED

Charging LED OK

Enables the charging LED indication on the phone.

Display Time

Display Time OK

The Display Time will show the date/time on the phone when in the idle state. It will only be shown if the date/time is configured on the phone or by your system administrator.

Display Contrast

Disp. Contrast OK **OK** or 1...8 **OK**

The display contrast can be changed via digit 1-8 or the arrow keys.

Time Format

Time Format OK ... select **24h** or **12h a/p**

The selected mode is marked ✓.

Date Format

Date Format OK **dd.mm.yy** or **mm/dd/yy**

The selected mode is marked ✓.

3.12 Security Functions

The security functions are protected by a PIN code (4 digits).

The PIN entry is only necessary when read only is switched on. In the delivery state the PIN is set to 0 0 0 0. For additional security, **** is displayed when entering the PIN. Numbers which have been entered can be deleted by pressing . If you have forgotten your PIN, please consult your system administrator.

All entries in this chapter are started by pressing the softkeys:

Menu **Security** **OK** Enter PIN **OK**

Then select:

- **Changing the PIN**
  Change PIN **OK** old PIN **OK** new PIN **OK** repeat new PIN **OK**
  For additional security, the new PIN must be entered twice. The numbers of the PIN are displayed as ****.

- **Re-setting the Telephone**
  Default setting **OK** **Sure?** **Yes**
  All functions with the exception of the phone book, the PIN and system registrations are deleted and reset to the delivery state.

3.13 Shortcuts

Several frequently used menu items can also be activated with shortcuts, so you do not have to scroll through the menu.

When the phone is idle, press one of the following key combinations within 3 seconds:

Buzzer On/Off

- Menu R 1 switches the ringer signalling off. The bell symbol is displayed.
- Menu R 2 switches the ringer signalling back on.

Silent Charging On/Off

- Menu R 3 switches on your telephone for ”Silent Charging”.
- Menu R 4 switches ”Silent Charging” off.

User Name

- Menu R 5 allows you to change the user name.

Registering/De-Registering

- Menu R 6 activates the registration menu (for registering/de-registering the phone with the DECT system).

Toggle the Buzzer

- Menu R * toggles the ringer on/off.

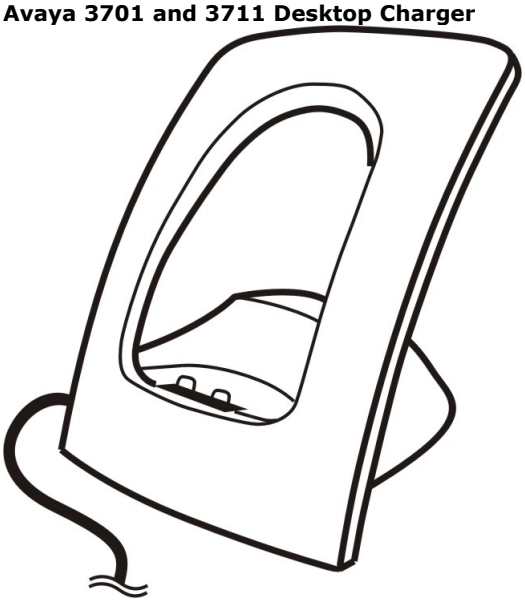
Key Lock on

- Menu R # switches the key lock on.

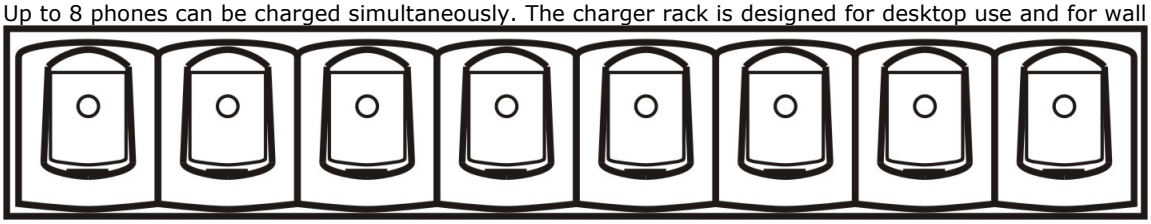
Chapter 4. Miscellaneous

4. Miscellaneous
4.1 Accessories

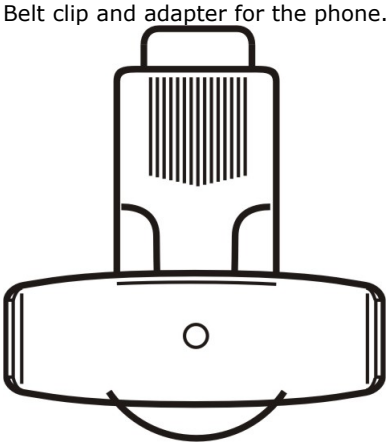
- **Battery**
  NiMh (Nickel-Metal Hydride) rechargeable AAA battery of 800 mAh, 1.2V (Not available from Avaya)
- **Avaya 3701 and 3711 Desktop Charger**



- **Avaya 3701 telephone and Avaya 3711 telephone Charger Rack**
  Up to 8 phones can be charged simultaneously. The charger rack is designed for desktop use and for wall mounting.



- **Belt Clip**
  Belt clip and adapter for the phone. The adapter is clipped on to the phone.



- **Headset**
  The headset in combination with the belt clip makes handsfree phone usage possible.

4.2 Care and Maintenance

Your phone is a product which meets high demands with regard to design. It should therefore be treated with care. We want this product to give you pleasure for a long time and therefore make the following suggestions.

Pay attention to all safety instructions. These instructions apply to the phone, charger, batteries (the whole phone) as well as the accessories.

To clean the phone, first of all disconnect the mains plug on the charger. Wipe the device using an anti-static cloth or a slightly moistened soft chamois leather and then wipe with a dry cloth.

Notes

- Never spray the phone with cleaning agents or solvents.
- Clean the charge contacts on the phone and the charger by means of a fluff-free cloth.
- If the phone or one of the accessory parties does not function perfectly, please contact your supplier‘s customer service.

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